

UNITED STATES GOVERNMENT

Memorandum

TO : E (Attn: Walter Sharp)

COINS/376-72

DATE: 30 August 1972

FROM : COINS Project Manager

SUBJECT: COINS Training

1. The COINS user support and training program is one of the most important aspects of the COINS "Experiment" and it demands continuous effort. The objectives of the program are:
 - To train COINS users and potential users throughout the community.
 - To publish a standardized set of users aids.
 - To provide direct and immediate support to users.
 - To keep users informed of changes which affect their use of COINS (e.g., changes in files, query languages, services, etc.)
 - To motivate users to use COINS in support of their operations.

5. TRAINING OF COTNS USERS.

(1) Formal Training: Formal classroom training in the applicable query language are offered by NSA and DIA (i.e., DIA/DIAOLS or NSA/TILE).

(2) Tutorial Training: The COINS PMO sends people into organizations to train and work with potential users in their own environment.

(3) Self Training: Users who have already learned and have experience with one retrieval language can easily learn another retrieval language with minimum effort.

b. PUBLICATION OF USERS ATDS:

(1) Both DIA and NSA have published guides on their respective retrieval languages;

(a) DEA/DIAOLS

(b) NSA/TILE

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(2) The COINS PMO publishes three types of users aids:

- (a) COINS File Catalog
- (b) Users Guides per each COINS file
- (c) Worksheets per file

c. TELEPHONE SUPPORT TO COINS USERS: DIA and NSA have both set up troubleshooting facilities for COINS users who are having difficulty in framing interrogations and getting answers from the network.

d. COINS NEWSLETTER: The COINS Newsletter is now published bi-weekly and is intended to keep users throughout the community informed about changes in COINS.

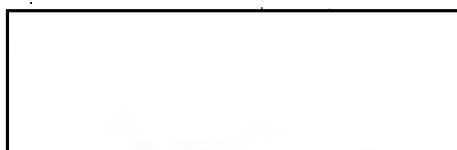
e. SEMINARS: A number of seminars have been arranged between sponsors of a given file and potential users.

3. Increase in user training throughout the community coupled with the publication of users aids should do much:

a. To expand the usage of COINS files particularly those which are seldom or never used.

b. To cut the high percentage rate of interrogations being aborted.

4. Users training is being specialized to meet the needs of a given group of users for a given COINS file. The problem is to identify the potential users in each agency who have an interest in a given COINS file.



COINS Project Manager

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